

**BEFORE
THE PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA
DOCKET NO. 2022-39-T**

**Application of Applicant NetMove
Logistics, LLC d/b/a NetMOVE for a Class
E (Household Goods) Certificate of Public
Convenience and Necessity for Operation of
Motor Vehicle Carrier**

**PREFILED DIRECT
TESTIMONY
OF
DAVID THURSTON**

1 **Q. Please state your name, employer, and business address.**

2 **A.** My name is David Thurston. I am the principal member of Applicant, NetMove
3 Logistics, LLC d/b/a NetMOVE (“Applicant” or “NetMOVE”) located at 2032 Gateway Blvd, in
4 Charlotte, North Carolina (28208).

5 **Q. What is the purpose of your testimony?**

6 **A.** I am testifying in support of NetMOVE’s Application for a Class E Certificate of Public
7 Convenience and Necessity with statewide authority.

8 **Q. Is NetMOVE authorized to transact business in South Carolina?**

9 **A.** Yes, NetMOVE is a Georgia Limited Liability Company authorized to transact business
10 in South Carolina. A copy of a Certificate of Authority to transact business in South Carolina
11 was filed with our application. NetMOVE remains in good standing.

12 **Q. How did you become associated with NetMOVE?**

13 **A.** I am one of the organizers of NetMOVE.

14 **Q. Please tell the Commission about your education and work history?**

15 **A.** I have a Bachelor of Science degree in accounting from the University of Kentucky, and I
16 am a Certified Public Accountant. I worked at Emory University from 1995 to 2014, beginning

1 as the Manager for Student Financial Services and ending as the Associate Vice-President for
2 Financial Operations. Since 2014, I have been the principal member of Tiden Property &
3 Investment, a real estate management firm. I have also been the principal member of NetMOVE
4 since its founding in 2019.

5 **Q. Please tell the Commission about NetMOVE.**

6 A. NetMOVE is a full-service moving and storage company with locations in Atlanta and
7 Charlotte. We provide intrastate moving services in North Carolina and Georgia and interstate
8 moving services as a Wheaton World Wide Moving agent. We have offices in Atlanta,
9 Charlotte, and Winston-Salem.

10 **Q. Is NetMOVE regulated in Georgia and North Carolina?**

11 A. Yes. NetMOVE is regulated by the North Carolina Utilities Commission and the Georgia
12 Department of Public Safety. The Company is in good standing in both states.

13 **Q. Please describe the services NetMOVE wants to provide.**

14 A. NetMOVE will provide all services associated with household goods moving such as
15 packing, unpacking, and physical labor. We would like to be certificated in South Carolina so
16 we can serve the greater Charlotte area.

17 **Q. How many employees does NetMove have in its Charlotte office?**

18 A. NetMOVE currently has fifteen employees in Charlotte.

19 **Q. How does NetMOVE train its employees?**

20 A. On the first day of employment, we go over our company handbook; after that, we start
21 with a training day on how to care for items properly and prepare homes for moving. This is a
22 hands-on approach at our office. We have a staged area where new employees will take items
23 apart, pad and wrap items, and move them out of the building. Then, they bring the items back

1 in, unwrap them, and put them back together. We do the same for packing training. We also
2 have ongoing monthly meetings.

3 **Q. Does NetMOVE own or lease any vehicles?**

4 A. Yes, NetMOVE owns several vehicles. A list of vehicles at the Charlotte office was
5 provided with our application.

6 **Q. Is NetMOVE insured?**

7 A. Yes, a Certificate of Insurance showing liability coverage of \$1,000,000 per occurrence
8 and \$2,000,000 in aggregate, and cargo coverage of \$200,000 per occurrence and \$500,000 in
9 aggregate is attached to our application. As shown on the Certificate, we also have ample
10 worker's compensation coverage.

11 **Q. Does NetMOVE have a South Carolina tariff?**

12 A. NetMOVE will file a South Carolina tariff.

13 **Q. Will NetMOVE use the same tariff as in North Carolina?**

14 A. No. In North Carolina, the Public Utilities Commission sets maximum rates, and movers
15 may negotiate rates with customers if they do not exceed the maximum rates. We understand
16 that in South Carolina, movers may only charge their tariffed rates and we will do so.

17 **Q. How will you quote the cost of a South Carolina move to a customer?**

18 A. We will provide in-person estimates, virtual estimates, and estimates over the phone,
19 after we have received the details of the move from the customers. NetMOVE will only provide
20 an estimated cost of a move, not a fixed price. Our quotes are based upon square footage,
21 moving experience, and what clients convey they need moved. On-site estimates will be
22 performed if deemed necessary. These estimates will be non-binding.
23

1 **Q. Does NetMOVE have a Bill of Lading?**

2 A. NetMOVE will file a Bill of Lading with the Commission.

3 **Q. Will NetMOVE provide a Bill of Lading for each move it conducts?**

4 A. Yes.

5 **Q. Why do you believe there is a need for NetMOVE's services in South Carolina?**

6 A. We know of the need from experience. As a mover with a Charlotte North Carolina office,
7 we are frequently asked by residents of South Carolina to provide moving services.

8 **Q. How does NetMOVE reach its customers?**

9 A. Most of our business comes from word of mouth and realtor referrals. We also market
10 NetMOVE with digital marketing and printed material.

11 **Q. Is NetMOVE financially able to provide service to the public?**

12 A. Yes. As shown on our application, NetMOVE is financially viable.

13 **Q. Are there any outstanding court orders or judgments against NetMOVE, or you,**
14 **personally?**

15 A. No.

16 **Q. Are you aware of any complaints filed against NetMOVE or you with the Better**
17 **Business Bureau, the Chamber of Commerce, or any state or municipal court or agency?**

18 A. No.

19 **Q. Have you, or NetMOVE, ever been convicted of a crime?**

20 A. No.

21 **Q. Are you familiar with, and do you agree to comply with, the statutes and regulations**
22 **that govern the operation of intrastate household goods movers in South Carolina?**

23 A. Yes, and NetMOVE will comply with them.

1 **Q. Have you published a notice of NetMOVE’s application?**

2 **A. Yes.** A notice of NetMOVE’s application was published in the *Post and Courier*
3 newspaper on January 22, 2022, and an affidavit of publication has been filed with the
4 Commission.

5 **Q. What is NetMOVE’s plan for operating in South Carolina over the next five years?**

6 **A. NetMOVE** will serve South Carolina from its Charlotte and Atlanta offices. As the
7 business grows, we will open a South Carolina office, adding employees and vehicles.

8 **Q. Does this conclude your testimony?**

9 **A. Yes.**